

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Crimes Against Seniors Unit (CASU) - 2018*
PSB 19-026

BACKGROUND:

The Hamilton Police Service continues to recognize the need for a specialized unit dedicated to address various seniors' issues within the City of Hamilton. The Crimes Against Seniors Unit (CASU) was formed in March, 2004, which consisted of two (2) Detectives working in the Victims of Crime Branch. The CASU was the first full time investigative unit of its kind in Ontario. This Unit continues to be a leader within the policing community within the province and continues to be one of the few dedicated units that exist. Other police agencies are often reaching out to consult with the Hamilton Police to gain insight as to our policing model in this field of investigation.

One forum that allows police agencies across the province to communicate is through participation in the Law Enforcement Agencies Protecting Seniors (LEAPS) Committee. This committee facilitates the networking of police personnel to discuss and strategize how best to serve seniors and prosecute cases in court. One of our CASU detectives, Detective/Constable Ian Cottee, currently sits as Chair of this committee.

Within the police service CASU, along with our Divisional Senior Support Officers (SSOs), work together to provide education, assistance and enforcement to senior abuse issues. In 2016, the Unit expanded by one (1) Investigator (Detective/Constable position) as approved as part of the 2016 staffing increase for the CASU.

The CASU is responsible for the investigation of crimes against persons 60 years of age or older or vulnerable adults, who are being victimized primarily because of their age or vulnerability. The CASU works closely with community agencies to ensure that all reported cases of assault, financial exploitation and neglect against the elderly are properly investigated. The majority of investigations are complex and time consuming. Officers have an extremely challenging role in these cases. In addition, police must have knowledge of family dynamics and be able to utilize prevention, safety planning and effective intervention. Our investigators are aware of the

different forms of abuse, neglect, and financial exploitation and are able to identify overt and subtle signs of abuse; know what actions are required under provincial and federal laws; and are familiar with the network of social and age related services that support senior abuse victims.

In 2018, CASU members arrested 22 individuals and laid 21 criminal charges. The 2018 Year-End Annual Report outlines the crimes, trends, results and initiatives in which the Service and community partners engage in collaboratively, to reduce crimes against seniors in our community.



Eric Girt
Chief of Police

EG/R. Diodati

Attachment: *Hamilton Police Service - Responding to Seniors' Issues Year-End Report 2018*

cc: Dan Kinsella, Deputy Chief – Operations
Ryan Diodati, Superintendent – Investigative Services Division

Hamilton Police Service
Responding to Seniors' Issues



Year-End 2018 Report

D/Cst Ian Cottee
March 2019

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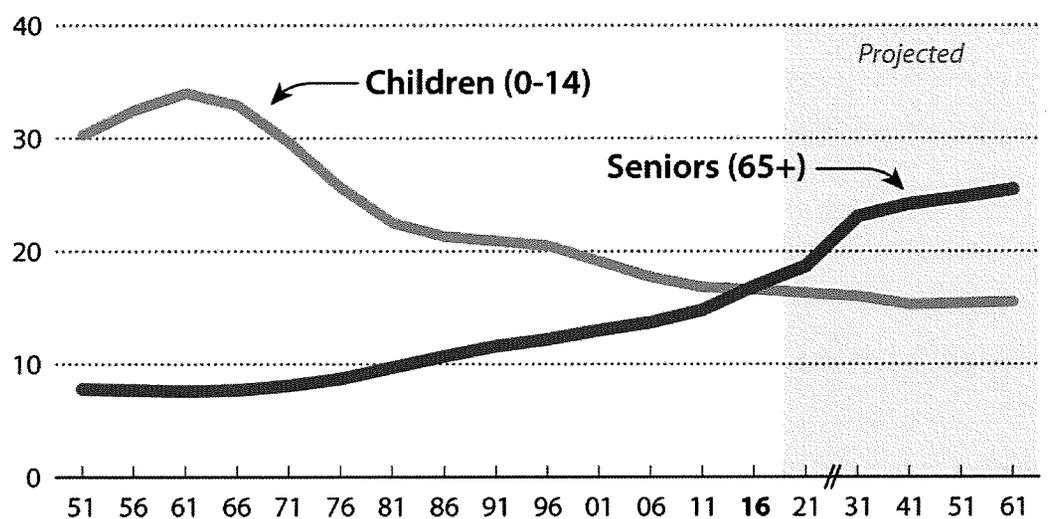
INTRODUCTION

Elder abuse is considered, as much as two decades, behind the fields of child abuse and domestic violence¹ and yet elder abuse continues to be a growing concern in Canada. Of particular unease is the safety and security of our elderly population. According to the 2016 Canadian census the population aged 65 years and older exceeded the population aged 15 years and younger. Almost 25 percent of the population, around eight million people, will be 65 or older by 2031² and by 2061, there could be 12 million seniors and fewer than 8 million children.³ Once a hidden problem, elder abuse is becoming more and more of a growing issue.

MORE SENIORS THAN CHILDREN

In 2016, for the first time, the share of seniors (16.9%) exceeded the share of children (16.6%).

PERCENTAGE OF THE TOTAL POPULATION



SOURCE: STATISTICS CANADA

THE CANADIAN PRESS

Source: Young, L (2017), Census 2016: For the 1st time, more seniors than children living in Canada. <https://globalnews.ca/news/3423047/more-seniors-than-children-in-canada-2016-census/>

This population trend is also prevalent in the City of Hamilton. In 2006 the population of the City of Hamilton was 504,559. Of that population, 99,630 or 19.7% are persons over the age of

¹ National Center on Elder Abuse, Research, Statistics/Data. <https://ncea.acl.gov/whatwedo/research/statistics.html>

² Source: Statistics Canada, 2009, "Population Projections for Canada, Provinces and Territories (91-520-X)" (<http://www5.statcan.gc.ca/olc-cel/olc.action?objId=91-520-X&objType=2&lang=en&limit=0>).

³ Source: Census in Brief, "Population growth in Canada: From 1851 to 2061" (http://publications.gc.ca/collections/collection_2012/statcan/98-310-x/98-310-x2011003-1-eng.pdf).

60. In 2016, the population in the City of Hamilton had increased to 536,930. Of that population, 233,830 or 43.5% are persons over the age of 60. In 2018, the population again increased to 563,480, 58.1% of which are seniors over the age of 60. Seniors now account for more than half of the City's population.

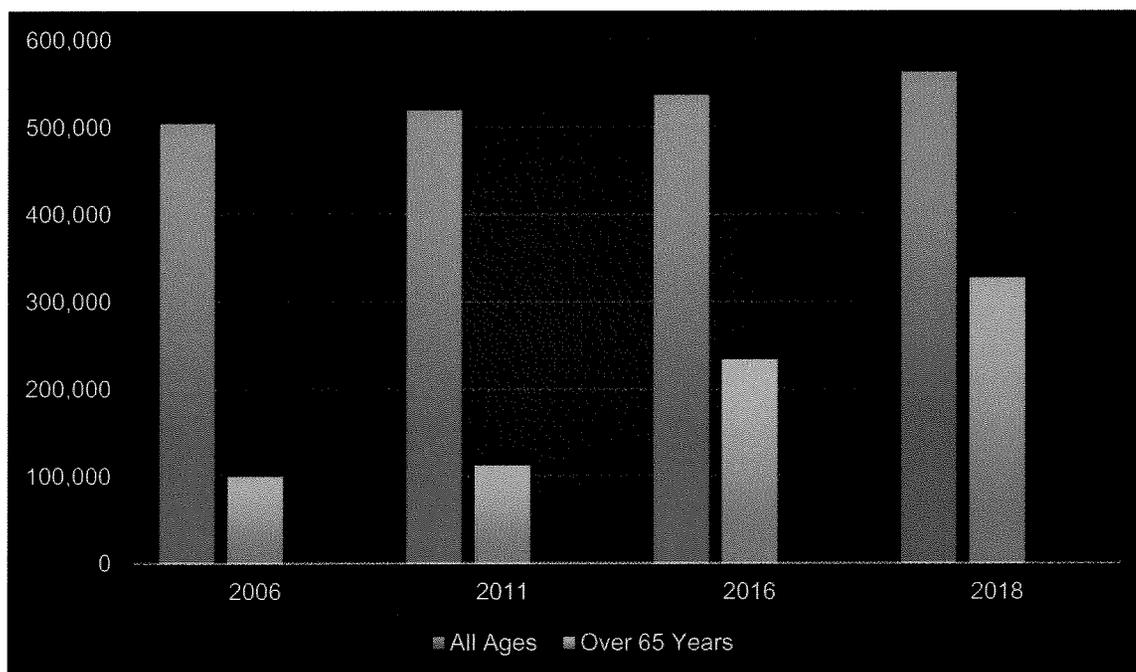
The City of Hamilton Population Growth Change

Year	City Population	City Population (Age 60 +)	Percentage of City (Age 60 +)
2006*	504,559	99,630	19.7%
2011*	519,949	112,385	21.6%
2016*	536,930	233,830	43.5%
2018**	563,480	327,453	58.1%

*Source: The 2006 census values extracted from Statistics Canada Publication 94-576-XCB200602.ivt. The 2011 census values extracted from Statistics Canada. The 2016 census values extracted from Statistics Canada. 2017. Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.

**Source: Richard Paola, City of Hamilton Planning and Economic Development, Information System Planner (March 7th, 2019).

Population Growth in the City of Hamilton from 2006 to 2018



According to the City of Hamilton planning department, the population of Hamilton rose in 2018 to approximately 563,480. Within that population, an estimated 327,453 (58%) are seniors, an increase of approximately 93,623 since 2016⁴. As the aging population continues to increase, so do the needs for preventative and reactive policing initiatives. The Hamilton Police Service (HPS) has been recognized provincially as a leader in addressing seniors' issues. To continue to remain at the forefront we realize that our response to seniors' issues must continually evolve with the challenges of that growing community.

BACKGROUND

According to the World Health Organization, elder abuse can be defined as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person. Elder Abuse can include physical, psychological or emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect.⁵

Elder abuse is a growing concern especially with an aging population. To meet the needs of the City of Hamilton's growing demographic, the Crimes Against Seniors Unit (CASU) was created in 2004 by the HPS. The unit continues to be a unique investigative unit working out of the Victim of Crimes Branch within the Investigative Services Division (ISD).

CASU, in collaboration with the Seniors' Support Office at each Division, investigates all types of elder abuse and quality of life issues pertaining to seniors and vulnerable persons.

Seniors' Support Officer Mandate:

The Seniors' Support Officer (SSO) deals with issues, concerns and challenges that affect the seniors' community with respect to the law by:

- Cooperation - working with community services / agencies to address seniors' quality of life concerns,

⁴ Richard Paola, Information Systems Planner, Planning Division with the City of Hamilton, personal communication, Thursday March 7th, 2019.

⁵ World Health Organization (2018) "Elder Abuse", Fact Sheet, <http://www.who.int/mediacentre/factsheets/fs357/en/>

- Education - developing, delivering and implementing presentations on seniors' safety and security,
- Investigation - assisting in the investigations of abuse and neglect of senior and / or vulnerable adults.

The SSO position was originally piloted in 1996 and evolved into a full-time position in 1998. In the formative years the position focused on education, not only with service agencies, but within the seniors' community. With the educational ground work set, the position has become more demanding with investigations.

Crimes Against Seniors Unit Mandate:

CASU consists of two Detectives and one Detective Constable. CASU is responsible for the investigation of crimes against persons who are being victimized primarily because of their age or vulnerability. Specifically, persons 60 years of age and older or vulnerable adults (persons 18 years of age and older) who are, or may be, unable to take care of themselves or are unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability or any other reason. The unit works closely with community agencies to ensure that all reported cases are properly investigated, including:

- Neglect,
- Exploitation,
- Financial Abuse,
- Sexual Assaults in conjunction with the Sexual Assault Unit,
- Fraud and Theft by Power of Attorney cases,
- Incidents of abuse or neglect involving seniors / vulnerable adults residing in Long Term Care Homes, retirement residences, residential care facilities or health care facilities,
- Providing assistance to investigators and outside agencies as required in cases of a senior / vulnerable adult Sudden Death investigation occurring in Long Term Care Homes, retirement residences, residential care facilities or health care facilities, and

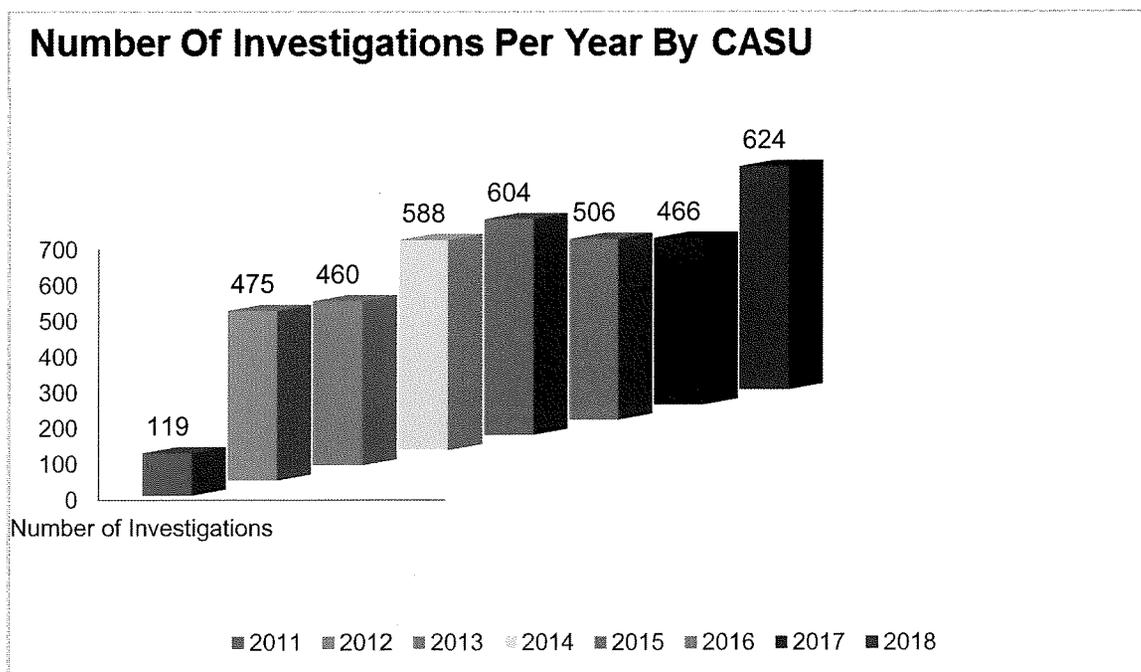
- Other cases as determined by the CASU Detective Sergeant within the Victims of Crime Branch.

These Detectives are trained in Major Case Management techniques and related criminal investigative techniques, including the writing of Production Orders, Search Warrants and similar legal documents in the course of their duties. They represent the HPS on multiple committees at the municipal and provincial levels. Locally, the committees include: The Older Adult Network (OAN) organized through the City of Hamilton and the Senior Isolation Coalition organized by McMaster University. At a provincial level, the HPS is a leader through chairing the Law Enforcement Agencies Protecting Seniors (LEAPS) committee, which is a multiple jurisdiction law enforcement committee.

Additionally, CASU is called upon to provide training to both police personnel and the community at large. The CASU Detectives have provided training to the Health Care Community, Financial Institutions, Long Term Care Facilities, Seniors' Clubs and various other community partners.

CASES ASSIGNED TO CASU

In 2018, CASU investigated 624 cases, a significant increase to the number of investigations from previous years.



CASU Operations 2012 - 2018

CASU	2012	2013	2014	2015	2016	2017	2018
EA ASSAULT	47	74	37	20	21	14	48
EA ASSAULT SEN ON SEN			65	84	70	38	20
EA DV					13	1	18
EA FAIL TO PROVIDE		3	9	2	2	2	12
EA FRAUD OVER	12	22	28	41	34	19	49
EA FRAUD UNDER	34	34	35	62	49	19	47
EA OTHER	154	42	63	102	66	10	80
EA QUALITY OF LIFE	135	220	228	225	174	41	202
EA SEX ASSAULT	13	11	5	4	3	4	8
EA SEX ASSAULT SEN ON SEN			18	6	11	9	14
EA SUSPICIOUS	19	8	20	11	17	6	21
EA THEFT BY POA		18	11	5	9	3	6
EA THEFT OVER	16	13	11	9	12	7	9
EA THEFT UNDER	40	32	59	34	13	22	32
VULNERABLE ADULT					20	9	42
TOTAL	470	477	589	607	514	467*	624

*Classification of the cases were not consistently applied, data has been rectified to reflect the correct number of cases for 2017

From 2004 through to 2010, individual CASU Detectives recorded their own statistics based on cases they personally reviewed and/or investigated. During this time, there were also changes in the type of internal police records management system. The HPS first utilized a system called Records Management Systems (RMS) but later made changes and moved to an internal database called Niche. The changes in the internal records management systems impacted how statistics were captured.

Although SSOs forwarded reports to CASU, this was done previously to share information and further investigations. This was not done specifically for statistical purposes. Statistics mainly reflected crime types and although searchable by age, would not reflect those instances where seniors were the subject of abuse specifically or in which a victim was targeted partially or

completely because they were a senior. This was compounded by the documented concern that seniors' crime is largely unreported.

REPORTING CRIMES - Crimes Against Seniors Unit

The abuse of seniors remains a hidden social problem and is thought to be largely under reported. Factors associated with non-disclosure⁶ have been widely documented within the research literature. Studies have identified that those being abused may be unwilling or unable to report it due to cognitive impairment, physical frailty, literacy, language or cultural barriers, isolation, dependence, and fear of retaliation, institutionalization, deportation, abandonment, outside intervention or that their standard of living will decrease.

In addition, individuals who witness or suspect that an older adult is being abused may not report the abuse. This could be due to a lack of knowledge about the signs and symptoms of abuse or may be that the individual may not recognize that the behaviour constitutes abuse.

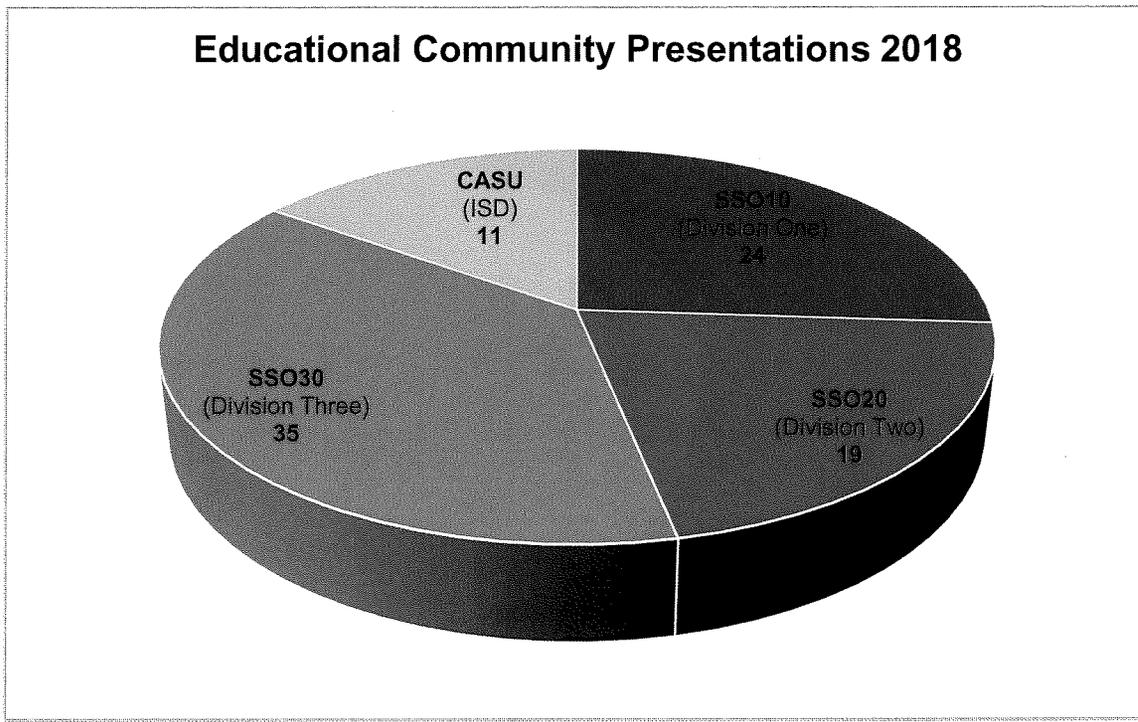
Certain social barriers may also exist that can increase the risk of abuse or neglect to a senior because of language or cultural barriers. They may have more difficulty accessing services, be hesitant to report the abuse or are unable to recognize the behaviour as abusive. Knowing the barriers that exist, the HPS has been proactive and co-active in reaching out to the community and their partners in an effort to break down these barriers.

COMMUNITY PARTNERSHIPS

The Hamilton Police Service believes strongly in fostering effective relationships with all of our community members, including initiatives to promote information sharing. Some of these initiatives included community presentations performed by CASU and the SSO office, which were aimed to increase awareness of crimes that target seniors. Another initiative included an updated version of the "Be Aware Take Care" resource guide that warns the community about different crime scams. The Service also prepared a refrigerator magnet for seniors which includes important contact information should something happen to them and emergency services responds to their home. The magnet acts as resource template to ensure vital

5. Community Mobilization Empowering Seniors Against Victimization, Pages 3 & 9; Public Safety Canada. Written by Selina Lai, M.. - The United Senior Citizens of Ontario, 2008.

information is readily available. All of these initiatives improve knowledge and assist in the safety and prevention of victimization.



Total Community Presentations Performed in 2018 was 89

In 2018, HPS was also involved in several events to help raise awareness of elder abuse. On June 15, also known as World Elder Abuse Awareness Day (WEAAD), HPS in conjunction with Elder Abuse Ontario held a celebration at the Mountain Police Station, inviting senior community members to plant seeds to help “grow the conversation” of elder abuse. Throughout the month, HPS also performed a series of elder abuse awareness campaigns in the Mountain News, on Cable 14 Police Watch with Mike Fortune, and on CH Morning Live.

ARRESTS AND CHARGES

Year	Arrests	Charges
2016	22	22
2017	21	20
2018	22	21

Since the inception of CASU, the unit has experienced a steady increase in the overall caseload, as well as the complexity of the cases investigated. In 2016, 514 cases were investigated and/or reviewed by CASU. Of those cases, there were 22 arrests and 22 charges. In 2018, there was an increase in the number of cases to 618, the highest number of cases investigated by CASU year to date. Many of these cases involved quality of life issues and were non-criminal investigations.

The predominant number of charges laid are a result of investigations by CASU. The SSOs' focus is primarily on quality of life and preventative initiatives. Additionally, the SSOs and CASU Detectives will often resolve many issues by other means that satisfy all parties, such as education, crime prevention initiatives and networking with community partners. With seniors, the criminal justice system is not always the most effective option. Furthermore, in criminal investigations where family members have been identified as the suspects, senior victims are reluctant to support charges against their own family and prefer alternative resolutions.

Of all the crimes that seniors face, the most often reported to the police are financial exploitation, frauds and thefts. These types of investigations are complex, time consuming and challenging. Investigations require multiple interviews, evidence collection including video surveillance, and detailed search warrants of financial records.

RESPONDING TO CRIMES

CASU investigations are generated by:

- Follow-up reports taken by frontline officers
- Referral Forms sent by outside agencies (Long Term Care Homes, Residential Homes, Care Facilities)
- Communication Branch generated incidents (E-mailed CAD reports)
- Direct calls from the community

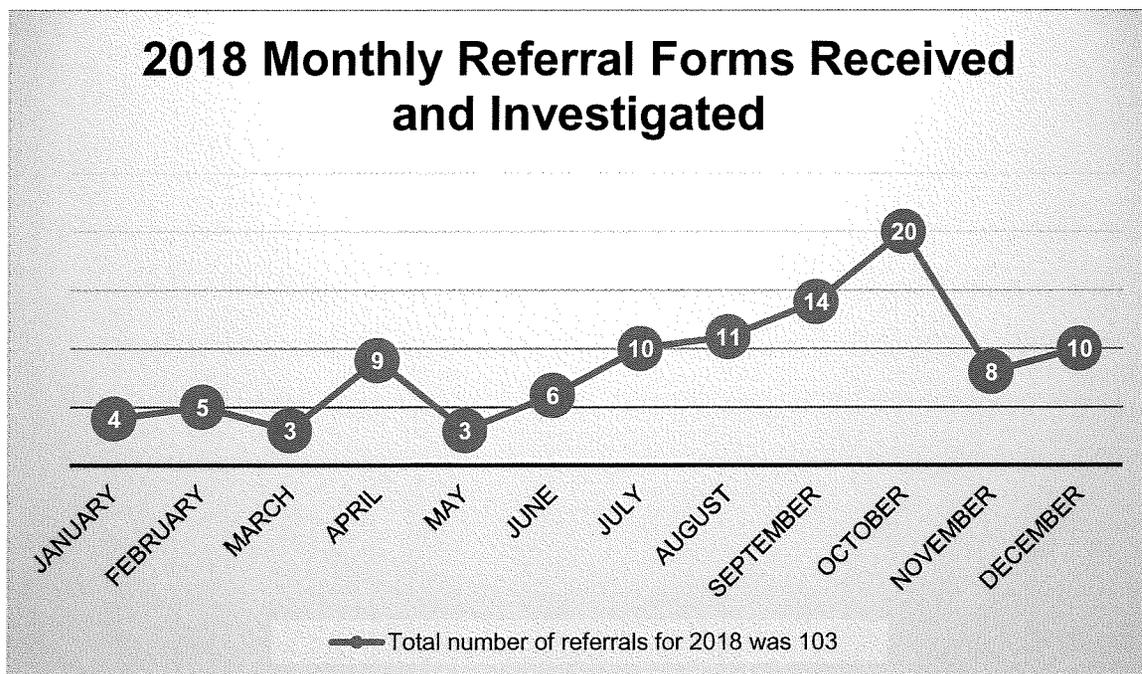
Follow Up Reports from Frontline

Initially, a call for service is generated by the Communications Branch prompting a uniform patrol response to the concerning issue. When these calls involve seniors or vulnerable adults, further follow up is often required. The responding uniform patrol officer will then complete a police report. The uniform patrol officer's supervisor will review the report and task it to either

the SSO Detective Sergeant for follow-up, or to the Detective Sergeant of CASU for case re-assignment.

Referral Forms

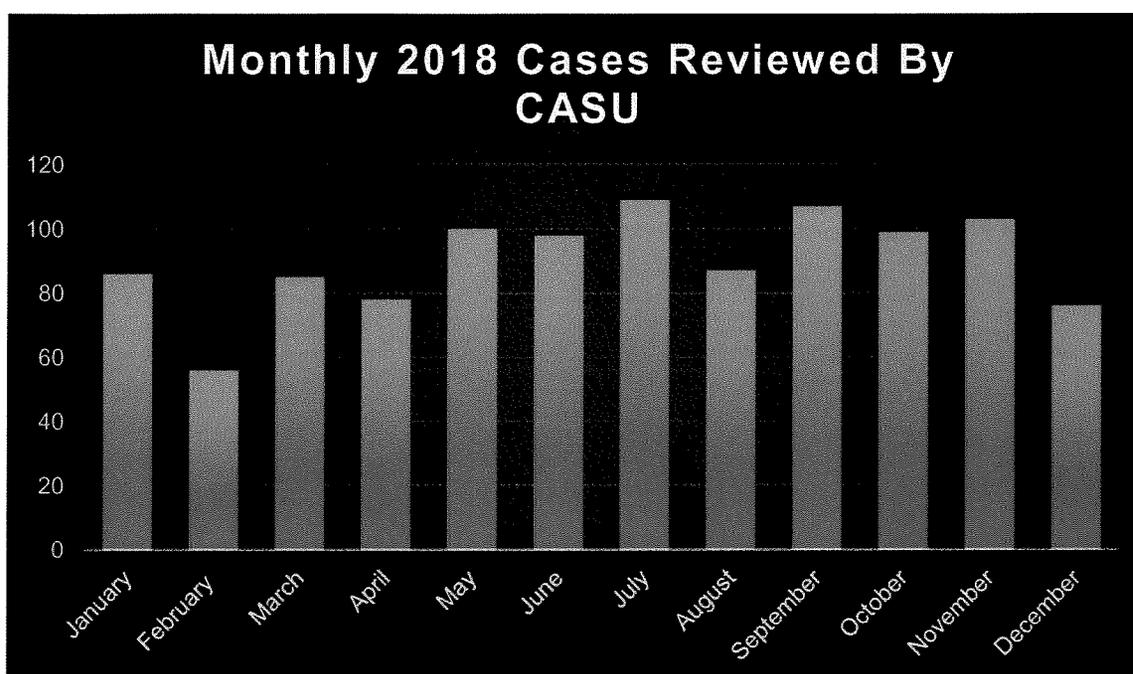
Changes to the Long-Term Care Homes Act (LTCHA) in 2010 made reporting to police mandatory⁷ of any alleged, suspected or witnessed incident of abuse or neglect of a resident. In response to the legislative changes, CASU developed a standardized referral form for all Long-Term Care Home Facilities within the City of Hamilton. In addition, the HPS also facilitated outreach training to assist with understanding the new referral form and protocol. When an incident of abuse or neglect occurs within a Long-Term Care facility, the administration staff of that facility must complete the referral form, as mandated by legislation, and email it to the HPS CASU mailbox for further investigation. In 2018, a total of 103 referrals were received by CASU, and investigations initiated, from various Long-Term Care Homes within the City, compared to 2017 where 73 referrals were received.



⁷ Long-Term Care Homes Act, O.Reg. 79/10, s.98.

Emailed CAD Reports

When a call is received by the Communication Branch involving a senior or vulnerable person, the call is automatically flagged. At the end of the shift a list containing all of the flagged incidents are emailed to the CASU mailbox for review. At the beginning of every shift, officers in CASU must review all the flagged incidents involving a senior or a vulnerable person, as a mechanism of quality control, to ensure that any incidents where a senior has been victimized has not been overlooked. In 2018, a total of 1,084 calls were received by dispatchers involving a senior/vulnerable person, some of which were successfully dealt with by dispatchers and others that required a uniform patrol response and further follow up by CASU or the SSO office.



Total number of cases reviewed by CASU in 2018 was 1084

The above graph demonstrates a slight increase in the number of calls for service during the summer. However, there was a decrease in the number of calls reported at the year end, a similar pattern noted in previous years.

TRENDS CURRENTLY FACED BY CASU

Long-Term Care Referral Increases

When an incident of abuse or neglect occurs within a Long-Term Care facility, the administration staff of that facility must complete the referral form as mandated by legislation. In 2018, there was a 29% increase in the number of referral forms received by CASU from the local Long-Term Care facilities. This increase in reported violence within these facilities has been

noted across the province. According to a report by the Ontario Health Coalition; the violence in Ontario's Long-Term Care homes has reached a scale that can no longer continue to be swept aside⁸ with a 129% increase in the number of resident-on-resident abuse reported between 2011 and 2016. As the senior population continues to grow, so does the complexity of residents residing in Long-Term Care facilities. As a result of this, it is expected that the Long-Term Care referral forms, and the investigations that follow, will continue to increase year after year.

Mass Marketing Frauds (Scams)

Mass Marketing Frauds are an area of growing concern in financial crimes, not just in Hamilton, but across Canada. Seniors and vulnerable adults are being targeted by these frauds. Along with the financial loss suffered by the individual, being a victim to these scams can also have a devastating effect on their overall health and sense of security. The fraudsters will often use very persuasive language and trickery to lure the victims and continue this deceit in order to take as much money as possible from the victim. Mass Marketing Frauds have continued to increase in 2018, not just in Hamilton, but across Canada. Statistics from the Canadian Anti-Fraud Agency show there has been an increase of both victims and dollars lost from 2017 to 2018. In 2017, there were 15,291 complainants related to Mass Marketing Frauds that targeted the senior population. In 2018, the number of reported complainants rose to 17,606. Not only did the number of complainants increase, so did the amount of dollar lost, from \$24,563,986.04 to \$28,710,243.72, an increase of \$4,146,257.68⁹. Some of these Mass Marketing Frauds that target the senior population include:

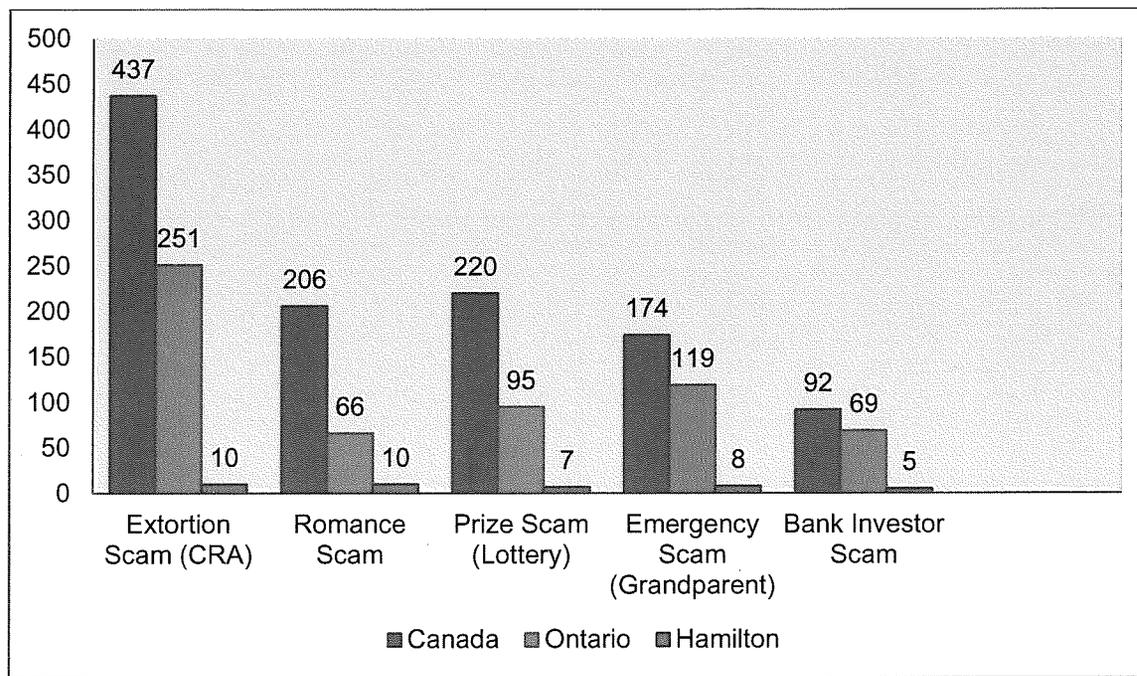
- CRA (Canadian Revenue Agency) - A fraudster poses as a Canadian Revenue agent and tells the victim that they owe money on their taxes.
- Grandparent/ Emergency - A fraudster calls the victim pretending to be one of their grandchildren who is facing an emergency and needs money quickly.
- Prize Winning (Lottery, Publishers Clearing House, Cruise) - A fraudster calls the victim making them believe they have won a lottery; however they need to send money in order to claim their prize.

⁸ Ontario Health Coalition (January 21, 2019). "Situation Critical: Planning, Access, Levels of Care and Violence in Ontario's Long-Term Care". <http://www.ontariohealthcoalition.ca/wp-content/uploads/FINAL-LTC-REPORT.pdf>

⁹ Robert Rochefort, Fraud Analyst Canadian Anti-Fraud Centre RCMP, personal communication March 8th, 2019.

- Romance - A fraudster uses false romantic intentions towards the victim gaining their affection in order to trick them into giving the fraudster their money.

Comparison of Five Mass Market Scams on a Federal, Provincial and Municipal Level for 2018



The above graph represents five prevalent mass market scams in 2018, and compares them on a federal, provincial and municipal level. Source: Robert Rochefort, Fraud Analyst Canadian Anti-Fraud Centre RCMP, personal communication, March 8th, 2019.

Digital Currency (Bitcoins)

Bitcoin is one form of digital currency that presently exists. These types of “crypto-currencies” represent a new type of worldwide payment system. It is the first decentralized digital currency that works without a central bank or single administrator. Bitcoin first came into existence in 2009 and since has been used as a collection means for the criminal element.

In this new growing trend, Canada has seen 578 victims and over \$2,450,000.00 lost as a result of scams associated with Bitcoin in 2017 alone. In Hamilton, there have been several confirmed incidents involving this type of scam. These incidents represent examples where the Canadian Revenue Agency (CRA) scam has been updated to include payment by means of Bitcoin. Both victims received a phone call from a Fraudster posing as a CRA agent accusing the victim of tax

fraud. They then demand that the victim immediately pay a fine or face a greater penalty including arrest and criminal charges. They are asked for payment in bitcoin using a “spoofed” phone number which allows the caller to pose as someone else by falsifying the number that appears on the victim’s call display. In previous years, the fraudsters would receive the money from the victims in forms of cash and gift cards. The now growing trend of Bitcoin scams shows that crypto-currencies are now the currency of choice for these fraudsters. This scam is anticipated to increase, especially toward the upcoming tax season.

CHALLENGES

Complexity of Investigations

Most of the cases investigated by the CASU are complex. The investigations do not meet the Ontario Major Case Management (OMCM) criteria; however, they are investigated and managed using the OMCM guidelines/standards.

Significant financial losses through the abuse of Power of Attorney and through other fraud-related offences must be investigated in a timely fashion due to the vulnerability/age of the victims. Because of the vulnerability of the victim, often they are unable to testify or even see the process through, due to the declining mental or physical abilities including death.

Much of the information required to establish criminality comes from financial institutions and Health Care facilities. Due to privacy legislation the investigators are required to seek Judicial Authorization to obtain the required documentation. The writing of lengthy search warrants and the process of having them approved by a Judge or Justice of the Peace can take a lot of time and resources. This process often prolongs an investigation for many weeks and sometimes even months.

As cases are assigned to the CASU Detectives, prioritization is the key for the most time-sensitive investigations.

Aging Population

As we move forward into the future the seniors’ population is continually increasing. As noted on page 3 of this report, our population is aging at an increasing rate. Currently there are

327,453 seniors in our community and we are preparing for the increasing needs of this sector of the community.

Elder abuse is defined by the World Health Organization as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an exception of trust which causes harm or distress to any older person.

Each Police Service has their own definition of what they view as Elder Abuse. The Criminal Code does not define “elder abuse”. This is why it is critical that we educate the community regarding elder abuse and the services the CASU provides.

Statistical Analysis

HPS has improved the retrieval of relevant data via the Niche Record Management System. We are continuously reviewing our methods of capturing data to ensure all relevant reports are captured for review by the CASU.

COMMUNITY & INTERNAL EDUCATION

Research has shown that seniors face significant barriers to reporting crimes. The abuse, often criminal in nature, may involve family members including children and spouses. These crimes often go unreported and unrecognized. In response the CASU has focused on community and internal education regarding elder abuse. Within the HPS in 2018, CASU performed presentations to new recruits, new dispatchers, and Sunday Schools. Outside of the Service, CASU presented to the McMaster Family Physician Program, McMaster Retirees, and several community and church groups.

FUTURE CHANGES

The population of seniors, not just in Hamilton but across the Country, continues to increase. This is expected to continue as a result of new technology and advancements in medical sciences. As people continue to live longer, there will be a growing senior population susceptible to and victimized by crime. As crime continues to target this population, the SSOs and CASU will require the technical knowledge and resources to meet these challenges head on.

The HPS will have to consider what age to categorize a senior. The Service will consider increasing the current defined age of a senior from 60 to 65. An age increase that does not just reflect of a population that is living longer, but an age that is also consistently used with other police services across the province, including:

- Halton Regional Police Service
- Toronto Police Service
- London Police Service
- Waterloo Regional Police Service

Not only does the defining age of a senior need to be examined, so does the judicial process involving elderly victims. When elder abuse cases have been investigated and charges are laid, they are often particularly difficult to prosecute and so often result in what may be considered as insufficient deterrence. On a federal level, the government has addressed this issue by adding an amendment to the Criminal Code, which includes increased sentencing for convicted perpetrators of elder abuse. On a municipal level, in 2018, the Hamilton Crown's Office acquired two designated crown attorneys to focus on all elder abuse cases brought before the courts within the City of Hamilton. This new partnership with shared expertise between the Crown's Office and the HPS is a substantial step in the right direction of deterrence and justice for cases involving elder abuse.

REFERENCES

1. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2015
2. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2016
3. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2017
4. Responding to Seniors Issues, Hamilton Police Service, 2015
5. Responding to Seniors Issues, Crimes Against Seniors Unit Staffing and Efficiencies Proposal, 2016



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

2018 Crimes Against Seniors Unit Report

**Detective Constable
Ian Cottee**



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Crimes Against Seniors Unit (CASU)



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Mandate

CASU is responsible for the investigation of crimes against persons that are 60 years of age and older, and vulnerable adults who are being victimized primarily because of their age/vulnerability



CASU Staffing 2018

- 1 Detective Sergeant
- 2 Detectives
- 1 Detective Constable
- 3 Senior Support Officers (1 per Patrol Division)



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Seniors' Support Officers

- One officer per Patrol Division
- Initial reporting of incidents
- Conduct initial investigations
- Referrals to external agencies
- Presentations to the community



Types of Investigations

- Physical Abuse
- Financial Abuse - Frauds, Scams & Theft, Theft by Power of Attorney
- Neglect
- Mental Health
- Sexual Assault (Assist Sexual Assault Unit)



Scams

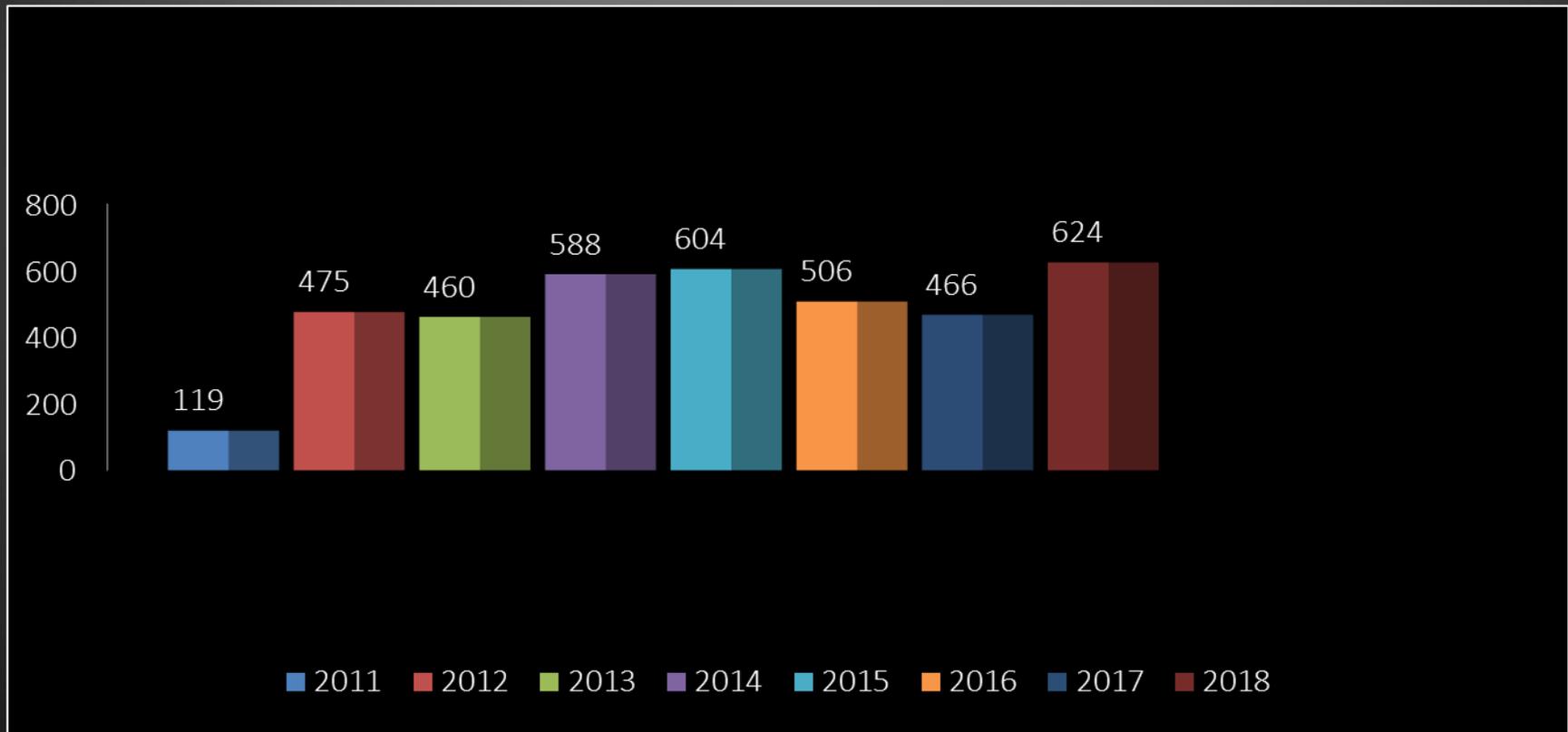
- **CRA using iTunes & Google Play Gift Cards**
- **Grandparent / Emergency**
- **Mail Scams (Telephone - Prize / Lottery)**
- **Bank Manager / Computer Scams**
- **Direct Marketing (Door-to-Door Sales)**
- **Bitcoin Scams**



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Number of Investigations Per Year By CASU





HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

CASU	2013	2014	2015	2016	2017	2018
EA ASSAULT	74	37	20	21	24	48
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EA QUALITY OF LIFE	220	228	225	174	151	202
EA SEX ASSAULT	11	5	4	3	5	8
EA SEX ASSAULT SEN ON SEN		18	6	11	11	14
EA SUSPICIOUS	8	20	11	17	9	21
EA THEFT BY POA	18	11	5	9	8	6
EA THEFT OVER	13	11	9	12	14	9
EA THEFT UNDER	32	59	34	13	33	31
VULNERABLE ADULT				20	14	43
TOTAL	477	589	605	514	467	624



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Community Outreach

- **Catholic Family Services (Crisis Intervention & Support Team)**
- **Local Health Integration Network** (*formerly known as Community Care Access Centre*)
- **Behavioural Supports Ontario (BSO)**



HAMILTON POLICE SERVICE

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Internal Training

- **CAD – CASU Reporting System**
- **Investigative Information Sharing – E-parades**
- **Tips of the Week - Trends**
- **Recruit and New Dispatcher Training**
- **Sunday School Education Sessions**
- **SSO Formal Mentoring (Monthly Meetings)**
- **Law Enforcement Agencies Protecting Seniors Conference (LEAPS)**



Community Awareness

- Updated “Be Aware Take Care” resource guide for seniors
- World Elder Abuse Awareness Day celebration in conjunction with Elder Abuse Ontario
- 89 educational community presentations
 - Health Care Facilities
 - Long Term Care Facilities
 - Seniors Clubs
 - Financial Institutions
- Elder Abuse Awareness Campaigns:
 - The Mountain News
 - Cable 14 Police Watch
 - CHCH Morning Live



Moving Forward

- Ongoing training of HPS staff to raise awareness of abuse of our seniors / vulnerable adults to ensure an appropriate police response – Sunday School Presentations
- Continue with a proactive approach within the community to raise awareness (Media Releases)
- An OPC accredited Elder Abuse Course
- Consider changing the defined age of a senior from “60” to “65” to reflect a longer living population and remain consistent with other police services across the province



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Questions?

